



Widener University

Widener e-Billing FREQUENTLY ASKED QUESTIONS

1. What are e-Bills?

e-Bills are online student billing statements that display student-related financial activity such as tuition, fees, and housing charges and the amount due for each semester, financial aid and payments. e-Bills are available on Widener University's Online Student Account system.

2. How does e-Billing work?

You will receive an e-mail when your e-Bill is available to view and pay in Widener University's Online Student Account system. **The e-mail will be sent to your official University e-mail account.** If you have authorized other account users (such as parents, a guardian, a spouse or third party sponsor), they will also receive e-mail notification when the e-Bill is available to their email address in the system.

3. How can I pay my e-Bill?

Bills can be paid three ways:

- Via the Widener University Online Student Account system: Payment is accepted by either e-check or credit card; **however, you are not required to pay online.** E-check (Direct Debit): a fast and secure method to electronically pay your e-Bill from a checking or savings account. There is no convenience fee when paying by e-check. Credit Card: MasterCard, Visa, Discover and American Express are accepted. If you pay by credit card, our vendor will assess a **non-refundable 2.85%** service fee.
- By mailing a check and printed e-Bill statement to our address listed on the statement. Include your Widener student ID number on the check.
- In person: cash or checks accepted at Lipka Hall One Stop on the Chester Campus and both Law School Campus Bursar Office locations.

4. Can I mail my payment?

We encourage you to make your payment online but, if you wish to mail your payment, please print your bill and include the bill with your payment. **Write your Widener ID on the memo line at the bottom of the check.** Mail the payment to the address indicated on the bill.

5. What are the benefits of e-Billing?

- Student privacy – the e-Bill is available on a secure website
- Parents or other authorized users can view the bill prior to submitting payment.
- Automatic e-mail notification when bills are issued.
- More time to receive, review and pay the bill prior to the due date.
- Easier to read bill due to greater design flexibility.
- Convenient access – available 24 hours a day 7 days a week.

- Information is secure and confidential – only you and those you authorize can see your e-Bills and payment history.
- Access up to 12 months of billing history and unlimited payment history.
- Parents or other authorized users will receive e-mail notification when e-Bills are available.

6. How do I access my e-Bill?

Log into your myWidener account:

- Go directly to <http://www.widener.edu/mybill>
- Or in myWidener, click on the search bar: enter the word **account**.
- Choose “My Online Student Account” under the task menu
- Click the Launch Task button
- You will go directly to your Online Student Account
- Under My Account in the payment account suite; choose Statements
- The Statement screen will display all eBills loaded to your account by date
- Click the View button under the Action column of the statement you would like to view
- If a separate window does not open you need to allow it in your PopUp Blocker

NOTE: You may add an “Authorized User” by clicking on the tab at the top next to Payment Plans

7. How do authorized users access my e-Bill?

Parents and other payers authorized by a student can directly access the Widener Student Account website at: <http://www.widener.edu/ebill> .

- Once logged on you will be on the Home Welcome Page; “e-Bills” is the tab at the top next to Home

8. How do I view charges or payments posted after the e-Bill was generated?

Access Recent Account Activity from the tab at the top of the homepage to view all recent transactions posted to the student account.

9. How can my family obtain my bill if they do not have access to a computer?

If others normally pay your bill and they do not have access to a computer, you can print the bill and mail it to them or simply provide them with the balance due and the payment mailing address (the payment address is located at the top of the bill). Include your Widener student ID number on the check.

10. Why doesn't my e-Bill show the payment I just made?

Your e-Bill will not change as payments are made since the bill is static between billing uploads. Refer to the Recent Account Activity tab in the Widener Student Account Suite.